



**DEAF &
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PROGRAM**

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CC Docket 98-67

June 28, 2001

Federal Communications Commission
Consumer Information Bureau
Disability Rights Office
445 12th Street, SW
Washington, D.C. 20554

Re: CC Docket No. 98-67

Please find attached the annual complaint log for State of California from both California Relay Service providers, MCI Global Relay and Sprint Relay.

Please note that both providers submitted different formats for State of California. We asked MCI Global Relay to submit the number of complaints received for each type of complaint. MCI stated they were in compliance with the FCC's Order on Reconsideration, Docket Number 98-67.

If these documents are not sufficient, please contact us and we will be happy to provide further information.

Sincerely,

David Weiss

David Weiss
CRS Contract Manager, DDTP

Enclosures

cc: Jonaday Sun, California Public Utilities Commission
California Relay Service Advisory Committee

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**FCC Summary Log
For
California Relay Service**

Number of Complaints received from June 29, 2000 to May 31, 2001

June '00	July '00	Aug '00	Sept '00	Oct '00	Nov '00	Dec '00	Jan '01	Feb '01	Mar '01	Apr '01	May '01
6	142	127	113	108	156	92	78	101	128	115	143

Total Number of Complaints was 1,309.



California Relay Service

June 2000 - May 2001

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
SERVICE COMPLAINTS													
#00 Answer Wait Time		4	2	4	1	2	3	7	2	3	2	4	34
#01 Dial Out Time		1	1		1				3	1	2	4	13
#02 Didn't Follow Database Inst.			1			1		2			1	3	8
#03 Didn't Follow Cust. Instruct.		2	7	3	6	3	3	7	2	8	7	5	63
#04 Didn't Keep Customer Informed	2	1	3	1	6	2	7	6	3	2	2	7	42
#05 Agent Disconnected Caller	8	5	6	6	2	7	4	5	4	5	10	4	66
#06 Poor Spelling			4	1		2	1	6	1			1	16
#07 Typing Speed/Accuracy		4	4	1	3	4		5	4	2	2	3	32
#08 Poor Voice Tone	1				1			1	1	4		4	12
#09 Everything Relayed			1		1	1	1	3	1	2		3	13
#10 HCO Procedures Not Followed					1	2		1			1	6	11
#11 VCO Procedures Not Followed	3		1	1	1		4	1			2		13
#12 Two-Line VCO Procedure Not F			3										3
#13 Background Noise Not Typed													0
#14 Feelings Not Described							1						1
#15 Recording Feature Not Used	2		1	1			1	1	1		1		8
#16 Noise in Center													0
#17 Agent Was Rude	1	2	10	4	6	5		4	3	7	5	4	51
#18 Problem Answer Machine	2	3			1		1			3			10
#19 Spanish Service							1						1
#20 Speech to Speech													0
#21 Other Problem Type Complaint	8	11	18	11	4	3	16	14	8	17	10	10	130
TOTAL	27	33	62	33	34	32	43	63	33	54	45	58	517
TECHNICAL COMPLAINTS													
#22 Lost Branding							1						1
#23 Charged for Local Call													0
#24 Trouble Linking Up				1				2	2	2		2	9
#25 Line Disconnected				2	1								3
#26 Garbled Message			2			2		1		1	1	2	9
#27 Database Not Available							1		1	1			3
#28 Split Screen													0
#29 Other Technical Type Complaint	2	1	1	1	1	2	1	6	3	1	1	1	21
TOTAL	2	1	3	4	2	4	3	9	6	5	2	5	46



California Relay Service

June 2000 - May 2001

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL
MISC COMPLAINTS														
#30	Rates													0
#31	OSD													0
#32	No 900 Number	1		1			1			1				4
#33	Carrier of Choice	2		3		1	3		1		1	2		13
#34	Network Recording													0
#35	Other		1	4	2	3	2	4	5	2	3	6	2	34
TOTAL		3	1	8	2	4	6	4	6	3	4	8	2	51
TOTAL CONTACT		32	35	73	39	40	42	50	78	42	63	55	65	614

Attachment # 2

Summary Log for June 1, 2000 – May 31, 2001 California Relay

For the period of June 1, 2000 through May 31, 2001, Sprint processed 2,043,780 outbound calls on behalf of California Relay, receiving a total of six hundred fourteen (.03%) customer complaints. All six hundred fourteen complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these six hundred fourteen complaints were escalated for action to the State of California or to the Federal Communications Commission.